



## PA System of Care Partnership Standards



### County Leadership Team

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- A. At least half of the County Leadership Team membership is made up of an equal number of youth and family members, who are representative of the population of focus.
- B. The County Leadership Team includes leaders from child-serving systems (Juvenile Justice, Child Welfare, Mental Health, Drug and Alcohol, Education, Physical Health, and Individuals with Developmental Disabilities).
- C. Youth, Family, and System Partners who participate on the County Leadership Team have a clear understanding of their roles and expectations.
- D. County Leadership Team members have a commitment to what they are doing to implement System of Care and why.
- E. The County Leadership Team meets regularly (and at times/locations that are convenient for youth and families) to make decisions.
- F. The County Leadership Team assures that all information distributed and discussed is free of jargon and can be easily understood to support equal decision-making within the leadership structure.
- G. The County Leadership Team utilizes information, training and data to inform their decisions.
- H. The County Leadership Team develops policies and regulations that assure implementation and sustainability of an effective System of Care.



### Youth Driven

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- A. A minimum of 25% of the County Leadership Team are youth members, who share equal responsibility with family members and system partners.
- B. The County Leadership Team ensures that youth members are prepared, trained, supported, and valued.
- C. The county has mechanisms in place to provide support for youth participation in events such as stipends, assistance with transportation, travel reimbursement, and child care.
- D. The County Leadership Team facilitates the development of sustainable youth efforts and leadership in the county.
- E. Opportunities for youth voice and leadership are made available in each respective child-serving system in the county.
- F. Youth in the county receive adequate information and have a primary decision making role regarding their own care and overall well-being.
- G. Peer support is available to youth in the county in order to improve youth and family outcomes.
- H. Youth in the county have access to a youth organization that supports youth involvement at the system and service-delivery levels.



## Family Driven

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**Family-driven means that families have a primary decision making role in the care of their own children as well as in the policies and procedures governing the care for all children in their counties, in their communities, and in the state. Systems will work in partnership with families so that the System of Care value of “family driven” can be realized even within the context of delinquency and/or dependency proceedings. This includes:**

- 1. Choosing culturally and linguistically competent, supports, services and providers**
  - 2. Setting goals**
  - 3. Designing, implementing and evaluating programs**
  - 4. Monitoring outcomes**
  - 5. Partnering in funding decisions**
  - 6. Determining the effectiveness of all efforts to promote the mental & behavioral health of youth & families.**
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- A. A minimum of 25% of the County Leadership Team are family members, who share equal responsibility with youth members and system partners.
  - B. County Leadership Teams ensure that family members are prepared, trained, supported, and valued.
  - C. The county has mechanisms in place to provide assistance for family participation in events such as stipends, transportation, travel reimbursement, and child care.
  - D. All county child-serving systems are accountable to youth and families that are receiving services.
  - E. Families have multiple opportunities in the county to provide leadership, support and advocacy.
  - F. Peer support is available to families in the county in order to improve youth and family outcomes.
  - G. Families have access to information and skill-building training in the county to help make informed decisions for their family.
  - H. Families and systems in the county have shared responsibility to ensure informed decision making.
  - I. Families have a primary decision making role in the county regarding their youth’s and family’s care and overall wellbeing.
  - J. Family members in the county have access to a family organization that supports family involvement at the system and service-delivery levels.



## Integration of Child-Serving Systems

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- A. The County Leadership Team ensures that the mission, vision and desired outcomes of each child-serving system are clearly incorporated into the System of Care planning.
- B. The county utilizes a cross-system training process developed and facilitated in partnership with youth and families.
- C. A youth and family driven planning process to facilitate access of services and supports in the county is available to all youth and families regardless of their initial point of contact with the child-serving systems.
- D. One overall plan of care is created for multi-system youth across child-serving agencies and systems in the county (there may be more detailed plans for individual systems as part of the overall plan).
- E. Youth and family data are frequently shared and accessible to all involved child-serving systems in the county.
- F. There is an ongoing systematic process in the county for identifying and addressing the barriers that affect implementation of fully integrated cross-system plans.



## Natural and Community Supports

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**Natural supports are personal associations and relationships, independent from formal services, typically developed in the community that enhance the quality and security of life for family and youth, including but not limited to, family relationships; friendships reflecting the diversity of the neighborhood and the community; association with fellow students or coworkers as well as associations developed through participation in clubs, organizations, and other civic activities.**

- A. The County Leadership Team distributes comprehensive resource lists of community supports, activities and assets available within the county.
- B. The County Leadership Team identifies natural supports and community resources that help meet their broader community needs and culture.
- C. The County Leadership Team values and facilitates the growth of individuals, groups, activities, and programs in the county that have been identified as positive and effective supports by youth and families.
- D. The County Leadership Team develops partnerships with youth, families and communities to identify natural and community supports to meet the county's unmet needs.
- E. The County Leadership Team expects and values participation of natural supports on individual youth and family planning teams.



## Cultural and Linguistic Competence

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**Cultural competence is the integration and transformation of knowledge, behaviors, and attitudes from and about individuals or groups that enable policy makers, administrators, youth, families, service providers, and system partners to work effectively in cross-cultural situations. Cultural competence is a developmental process that evolves over an extended period of time.**

- A. The County Leadership Team understands the demographics and diversity in the county (culture, age, income, education, race, ethnicity, religion, primary language, sexual orientation, gender identity, and disability status).
- B. The County Leadership Team ensures the availability of culturally relevant and culturally specific trainings for youth, family, system partners, and community partners.
- C. The County Leadership Team partners with culture brokers and leaders within specific cultural groups in order to determine their needs for services and supports.
- D. The County Leadership Team ensures the availability of translation and interpretation services for those with limited English proficiency.
- E. The County Leadership Team ensures that easily understood service-related and outreach materials are available in the languages of the commonly encountered groups in the community served.
- F. Culturally and linguistically diverse families, representative of the youth and families in the community, engage and participate at all levels of the County System of Care.
- G. The County Leadership Team ensures that staff of county services and supports is representative of the communities served and trained in cultural and linguistic competence.
- H. The County Leadership Team ensures that services and supports are adapted to ensure access and effectiveness for culturally diverse populations.
- I. County Leadership Teams will develop specific strategies to reduce racial, ethnic, and cultural disparities in access to and outcomes of services.



## Youth & Family Services & Supports Planning Process

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- A. The youth and family driven model that facilitates integrated services and supports planning among youth, families and key child-serving systems.
- B. The planning model has dedicated and trained staff.
- C. The referral process is known and understood by families and systems.
- D. The engagement process is clearly defined and the process is agreed to by the families.
- E. The individual youth and family plan includes:
  - \*Assessment of strengths and needs
  - \*Assessment across multiple domains
  - \*Crisis plan
  - \*Cultural and linguistic sensitivity
  - \*Natural and community supports
  - \*Plan for self-efficacy
- F. Youth will receive services and supports in the least restrictive settings.
- G. Youth and family peer supports are available as needed.
- H. Process outcomes are collected and monitored.
- I. Results are used by the County Leadership Team for continual improvement.



## Evaluation and Continuous Quality Improvement (CQI)

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- A. The County Leadership Team, partnering agencies, and/or providers collaborate to gather data for the purpose of continuous quality improvement (CQI).
- B. The County Leadership Team actively engages and participates in the implementation of a statewide System of Care evaluation and CQI plan.
- C. As a part of the PA System of Care Partnership, the county consistently submits required data to the SOC Evaluation Team as mandated by the federal cooperative agreement with SAMHSA.
- D. The County Leadership Team provides opportunities for youth, family, system, and community leaders to participate in the Evaluation Subcommittee of the System of Care Advisory Board.
- E. The County Leadership Team works with the System of Care Evaluation Team and the Evaluation Subcommittee to develop and establish protocols for data sharing and analysis for ongoing CQI purposes.
- F. The County Leadership Team collaborates with child-serving systems to reduce barriers related to confidentiality and data sharing between systems.
- G. The County Leadership Team collaborates with child-serving systems to collect data related to cost-effective services and supports.
- H. The County Leadership Team participates in the annual County System of Care Progress Assessment to monitor and assess the implementation of the PA System of Care Standards.

To learn more about the PA SOC Partnership, please visit [www.pasocpartnership.org](http://www.pasocpartnership.org)